

DAFTAR PUSTAKA

- Aditama, Angger R. 2020. Pengantar Bisnis. Malang. Penerbit : AE Publishing
- Aditya, Made Purwa dan Ni Made Wulandari Kusumadewi. (2017). Peran Kepuasan Pelanggan Dalam Memediasi Pengaruh Kualitas Pelayanan Terhadap Loyalitas Pelanggan. Jurnal Manajemen Unud, Vol. 6, No. 9.
- Annisa, N., & Hartono, B., D. (2020). Analisis Strategi Pemasaran dan Diferensiasi Produk Melalui Instagram, Dalam Menciptakan Loyalitas Konsumen di Kedai Kpoi Darling Habit. 1(1). Jurnal Manajemen Bisnis dan Publik (JMBP). 20-32
- Apriansyah, R. (2018). Pengaruh Kualitas Pelayanan Dan Promosi Terhadap Volume Penjualan Pada Pt. Prioritas Rengat. Jurnal Manajemen dan Bisnis, 7(2), 37-45.
- Ariyanti, 2022 Hubungan Pengetahuan adn Self-efficacy dengan Kesiapsiagaan Bencana pada Anggota KSR di PMI Jakarta. UPN Veteran Jakarta. 3 (28). 81-88
- Dewi, L., & Nathania, S. (2018). Pengukuran Aspek Kepuasan Konsumen Le Fluffy Dessert. Jurnal Bisnis Terapan, 2(01), 61–72. <https://doi.org/10.24123/jbt.v2i01.1087>
- Dharma, Robby. 2017. Pengaruh Kualitas Pelayanan, Kepercayaan dan Kepuasan Terhadap Loyalitas Pelanggan Pada PT. Padang Tour Wisata Pulau Padang. Jurnal EKOBISTEK Fakultas Ekonomi. Vol. 6, No. 2.
- Firdiyansyah, Indra. 2017. “Pengaruh Kualitas Pelayanan, Harga, dan Lokasi Terhadap Kapuasan Pelanggan pada Warung Gubrak Kepri Mall Kota Batam”, Jurnal Elektronik REKAMAN, ISSN : 2598-8107, Volume 1, Nomor 1, November 2017.
- Firmansyah A. 2018. Pengantar Manajemen. Edisi ke-1. Yogyakarta: Deepublish.
- Ghozali, I. (2017). Aplikasi Analisis Multivariate dengan Program SPSS. Semarang: Badan Penerbit UNDIP.

- Ghozali, I. (2018). “Aplikasi Analisis Multivariate Dengan Pogram IBM SPSS” Edisi Sembilan. Semarang: Badan Penerbit Universitas Diponegoro
- Hair et. al., (2014). a primer on partial least squares structural equation modeling (PLS-SEM).
- Hartono. (2018). Buku konsep analisa laporan keungan dengan pendekatan rasio dan SPSS . Yogyakarta: Deepublish
- Hidayat. (2017). Metode penelitian Keperawatan dan Teknik Analisis Data. Jakarta: Salemba Medika.
- Humala Sitorus. (2023) Pengaruh Kemudahan, Keamanan, dan Kepercayaan terhadap Loyalitas Konsumen. *Target Journal Management and Bisnis*. 5(2):209-218
- Jamaluddin, J., dan Ruswanti, E. (2017). Impact of Service Quality and Customer Satisfaction on Customer Loyalty: A Case Study In a Private Hospital In Indonesia. *Journal of Business and Management (IOSR-JBM)*, 19(5), 23–33.
- Kotler, P dan Keller, K.L. 2016. *Manajemen Pemasaran Jilid I*. Erlangga. Jakarta
- Kotler, Philip. 2016. *Dasar-Dasar Pemasaran*. Jakarta: Bumi Aksara.
- L Hengboriboon, T Sayut, W A. Srisathan and P Naruetharadho (2022), Strengthening a company– customer relationship from sustainable practices: A case study of petrotrade in Laos. Hengboriboon et al., *Cogent Social Sciences* . Guangchao Charles Feng, Shenzhen University, China.
- N M Septiana, D W Artiningsih, H Hairudinor (2021) pengaruh kualitas pelayanan terhadap loyalitas nasabah dengan kepuasan sebagai variabel intervening (PT Bank Rakyat Indonesia persero Tbk cabang Banjarmasin Samudera. *Jurnal Bisnis dan Pembangunan*, Edisi Juli- Desember 2021. <http://dx.doi.org/10.20527/jbp.v10i2.10955>
- Nafisa Choirul dan Tri Sudarwanto (2016). “Pengaruh Kualitas Layanan dan Harga Terhadap Kepuasan Pelanggan Jasa Transportasi Ojek Online, Studi Kasus pada Konsumen Gojek di Surabaya”. *Jurnal*. Surabaya: Fakultas Ekonomi Universitas Negeri Surabaya

- Nalendra, Aloysius Ranga Aditya. 2018. Pengaruh Kualitas Pelayanan Harga Kepuasan Pelanggan Terhadap Loyalitas Pelanggan (Studi Kasus Pelanggan IM3 Madiun). *Jurnal Ilmu Pengetahuan dan Teknologi Komputer*, 3 (2). 181-188.
- Panjaitan, Roymon. 2018. *Manajemen Pemasaran*. Semarang: Penerbit Sukarno Pressindo.
- Putri, Budi Rahayu Tanama. 2017. *Manajemen Pemasaran*. Denpasar: Fakultas Universitas Udayana.
- Putri, Y. L., & Utomo, H. (2017). Pengaruh Kualitas Pelayanan terhadap Loyalitas Pelanggan dengan Kepuasan sebagai Variabel Intervening (Studi Persepsi Pada Pelanggan Dian Compp Ambarawa). *Among Makarti*, 10(19), 70–90.
- Rahmadani, Fitri, I. Made Suardana, & Hengki Samudra. 2019. Pengaruh Kualitas Pelayanan, Produk, Harga Dan Lokasi Terhadap Loyalitas Pelanggan Dengan Kepuasan Pelanggan Sebagai Variabel Intervening Pada Ud. Eva Group Mataram. *Process Engineering (London)* 83(Suppl.):19.
- Rahmadani. (2019). Metode Penerapan Model Pembelajaran Problem Based Learning (PBL). *Lantanida Journal*, 7(1)
- Rudsiyanto dan Sri Suranti. (2019) Analisis Pengaruh Kualitas Pelayanan pada Loyalitas Pelanggan dengan Kepuasan Pelanggan Sebagai Variabel Mediasi. 8(1):15-28
- Senggetang, V., Mandey, S. L., & Moniharapon, S. (2019). Pengaruh Lokasi, Promosi Dan Persepsi Harga Terhadap Keputusan Pembelian Konsumen Pada Perumahan Kawanua Emerald City Manado (The Influence Of Location, Promotion And Price Perception To Consumer Purchase On Kawanua Emerald City Manado Housing). *Jurnal EMBA*, 7(1), 881–890. <https://ejournal.unsrat.ac.id/index.php/emba/article/view/22916>
- Septiana, A. (2019). *Analisis Laporan Keuangan: Konsep Dasar Dan Deskripsi Laporan Keuangan*. Jawa Timur: Duta Media.
- Siswoyo. (2017). *Metode SEM Untuk Penelitian Manajemen Dengan AMOS LISREL PLS*. Luxima Metro Media

- Sugiyono. (2013). *Metodelogi Penelitian Kuantitatif, Kualitatif Dan R&D*. (Bandung: ALFABETA)
- Sugiyono. (2015). *Metode Penelitian Kombinasi (Mix Methods)*. Bandung: Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta
- Suleaeman dan Krisnawati. (2020: 14) *Pengaruh Kualitas Pelayanan Dan Promosi Terhadap Kepuasan Pelanggan Pada PT Vizta Alpha Prakarsa Batam*. 5 (3)
- Tanama Putri, S. (2017). *Manajemen Pemasaran*. BRT Putri
- Tjiptono, F., Chandra, G. (2016). *Service, Quality dan Satisfaction*, Edisi 4. Yogyakarta: ANDI
- Tjiptono. 2016. *Service, Quality & Satisfaction*. Yogyakarta : Andi.
- Vanessa, Gaffar. 2007. *Customer Relationship Management and Marketing Public Relations*. Bandung: Alfabeta.
- W Bahadur, S Aziz and S Zulfiqar Bahadur (2018). *Effect Of Employee Empathy On Customer Satisfaction And Loyalty During Employee–Customer Interactions: The Mediating Role Of Customer Affective Commitment And Perceived Service Quality Cogent Business & Management*, University, Faculty of Business andLaw, UK
- Widyaningrum, I. D. (2020). *Pengaruh Kualitas Pelayanan Dan Loyalitas Pelanggan Hotel Luminor Mangga Besar Jakarta Barat*. Jurnal STEI Ekonomi, XX(Xx), 1–22. [http://repository.stei.ac.id/3163/1/Jurnal Indo Ika Devi W.pdf](http://repository.stei.ac.id/3163/1/Jurnal%20Indo%20Ika%20Devi%20W.pdf)
- Wijayanto, Dedi. 2008. “Upaya Peningkatan Ketrampilan Membaca Anak U Dini dengan Metode Cantol Roudhoh Di Kelas A1 TK ABA Mandiri Putra Bantul”, Skripsi. Surakarta, Fakultas Keguruan dan Ilmu Pendidikan Universitas Muhammadiyah Surakarta.

LAMPIRAN

KUESIONER

PENGARUH KUALITAS PELAYANAN DAN LOKASI TERHADAP LOYALITAS PELANGGAN MELALUI KEPUASAN PELANGGAN SEBAGAI VARIABEL INTERVENING

Kepada Yth,

Bapak/Ibu/Saudara

Sehubungan dengan penyusunan skripsi yang berjudul “PENGARUH KUALITAS PELAYANAN DAN LOKASI TERHADAP LOYALITAS PELANGGAN MELALUI KEPUASAN PELANGGAN SEBAGAI VARIABEL INTERVENING.”. Dengan ini saya memohon kepada Bapak/Ibu/Saudara untuk berkenan mengisi kuesioner ini.

Dengan demikian, saya berharap saudara dapat memberikan jawaban sebaikbaiknya dan sejujur-jujurnya. Setiap informasi yang saudara berikan, akan saya jamin kerahasiaannya. Atas perhatian dan kesediaan saudara menjadi partisipan dalam penelitian ini, saya ucapkan terimakasih.

Hormat Saya,

Peneliti

A. Identitas Responden

Isilah identitas diri saudara dengan keadaan yang sebenarnya

1. Jenis Kelamin : ☐ Laki-Laki

☐ Perempuan
2. Usia : ☐ 25-35 Tahun

☐ 36-45 Tahun

☐ 46-55 Tahun

☐ Lainnya
4. Status Pernikahan : ☐ Belum Menikah

☐ Sudah Menikah
5. Apakah anda pernah menggunakan jasa : ☐ Iya (Lanjut)

PPAT Sharley Ikawati Tambunan ☐ Tidak (Selesai)

B. Petunjuk Pengisian

Berilah tanda (√) pada kolom sesuai dengan jawaban Bapak/Ibu, dan pilihan/jawaban yang disediakan dalam pernyataan kuesioner adalah :

1. ☐ Sangat Setuju (SS)
2. ☐ Setuju (S)
3. ☐ Antara Setuju dan Tidak Setuju (ASTS)
4. ☐ Tidak Setuju (TS)
5. ☐ Sangat Tidak Setuju (STS)

Lampiran 1
Kuesioner Penelitian

No	Kualitas Pelayanan					
	Pernyataan	Jawaban				
		SS	S	N	TS	STS
	Berwujud					
1	Kondisi ruangan tertata rapi, dan bersih					
2	Penampilan dari pegawai rapi dan empati					
	Empati					
3	Pegawai melayani dengan ramah/senyum					
4	Pegawai memberikan perhatian individual kepada para pelanggannya					
	Cepat tanggap					
5	Pegawai tanggap dalam menjelaskan layanan jasa yang tidak diketahui oleh pelanggan					
6	Pegawai menginformasikan atau menawarkan promo-promo yang ada perusahaan					
	Keandalan					
7	Pegawai sigap dalam melayani pelanggan					
8	Pegawai dapat memberikan layanan sesuai dengan kebutuhan konsumen					
	Kepastian					
9	Merasa aman dan nyaman dalam melakukan transaksi di kantor Notaris Sherley Ikawati Tambunan					
10	Semua keperluan pelanggan dapat terpenuhi di kantor Notaris Sherley Ikawati Tambunan					

Lokasi

	Keamanan					
11	Kantor Notaris Sherley Ikawati Tambunan memiliki satpam yang berjaga.					
12	Kantor Notaris Sherley Ikawati Tambunan memiliki cctv di setiap sudut.					
	Akses					
13	Lokasi menuju kantor Notaris Sherley Ikawati Tambunan mudah dijangkau					
14	Tersedia angkutan umum ke kantor Notaris Sherley Ikawati Tambunan					

	Kondisi Lingkungan					
15	Kantor Notaris Sherley Ikawati Tambunan saling berdekatan dengan pusat keramaian seperti universitas dan perkantoran					
16	Kantor Notaris Sherley Ikawati Tambunan saling berdekatan dengan pesaing yang cukup beragam					

Loyalitas Pelanggan

	Melakukan pembelian ulang					
17	Saya selalu kembali menggunakan jasa Kantor Notaris Sherley Ikawati Tambunan					
18	Saya akan menggunakan semua jasa yang ditawarkan oleh Kantor Notaris Sherley Ikawati Tambunan					
	Merekomendasikan ke pihak lain					
19	Saya akan merekomendasi kepada teman-teman untuk mempergunakan jasa Kantor Notaris Sherley Ikawati Tambunan					
20	Saya akan merekomendasi kepada keluarga saya untuk mempergunakan jasa Kantor Notaris Sherley Ikawati Tambunan					
	Tidak berniat untuk pindah					
21	Saya tidak akan tertarik untuk mempergunakan layanan jasa lain selain Kantor Notaris Sherley Ikawati Tambunan					
22	Banyak kantor lainnya yang menawarkan jasanya, tapi saya tetap percaya Kantor Notaris Sherley Ikawati Tambunan.					
	Membicarakan hal-hal positif					
23	Hal positif dari Kantor Notaris Sherley Ikawati Tambunan. selalu saya rekomendasikan kepada orang lain.					
24	Saya tidak pernah membicarakan hal negatif tentang Kantor Notaris Sherley Ikawati Tambunan					

Kepuasan Pelanggan

	Kesesuaian Harapan					
25	Pelayanan yang diberikan Kantor Notaris Sherley Ikawati Tambunan sesuai dengan harapan saya.					

26	Saya merasa puas dengan jasa yang diberikan Kantor Notaris Sherley Ikawati Tambunan					
	Minat Berkunjung Kembali					
27	Saya ingin menggunakan kembali jasa Kantor Notaris Sherley Ikawati Tambunan karena kualitas jasa yang diberikan.					
28	Saya ingin menggunakan kembali jasa Kantor Notaris Sherley Ikawati Tambunan karena pelayanan ramah yang diberikan					

Lampiran 2

Hasil Pra-Survey

No	Pernyataan Pra-Survey					Total
	1	2	3	4	5	
1	1	2	2	1	1	7
2	2	2	2	2	2	10
3	1	2	2	2	2	9
4	1	1	1	1	2	6
5	1	2	2	2	2	9
6	2	2	2	2	2	10
7	1	2	2	2	2	9
8	2	1	2	2	2	9
9	1	2	1	2	2	8
10	2	2	2	1	1	8
11	1	2	2	2	2	9
12	1	1	2	2	2	8
13	2	2	1	2	2	9
14	1	2	2	2	2	9
15	1	1	1	2	2	7
16	2	2	2	2	2	10
17	1	2	2	2	2	9
18	2	2	2	2	2	10
19	2	1	2	2	2	9
20	1	2	2	2	2	9
21	2	2	2	2	2	10
22	2	2	2	2	1	9
23	1	2	2	2	2	9
24	2	2	1	2	2	9
25	1	2	2	2	1	8
26	2	2	2	2	2	10
27	2	2	2	2	2	10
28	1	2	2	2	2	9
29	1	2	2	2	1	8
30	2	2	2	2	2	10
Total	44	55	55	57	55	266

Lampiran 3
Data Penelitian
Kualitas Pelayanan

NO	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
1	4	4	5	4	4	5	4	4	4	5
2	4	5	4	5	4	4	5	4	5	4
3	3	4	4	3	3	3	4	4	3	3
4	3	4	4	3	3	4	4	3	3	4
5	4	5	4	3	4	4	4	5	4	4
6	4	3	3	4	4	3	3	4	4	3
7	4	4	3	5	4	3	4	4	5	3
8	4	4	3	3	4	4	3	3	4	4
9	5	4	4	5	5	4	5	4	5	4
10	3	3	4	4	3	3	4	4	3	3
11	5	5	3	4	4	4	5	4	5	5
12	3	3	4	4	3	3	4	4	3	3
13	4	5	4	5	4	5	4	5	4	5
14	4	3	3	4	4	3	3	4	4	3
15	4	5	4	5	4	5	5	4	5	4
16	3	4	4	3	3	4	4	3	3	4
17	5	4	5	4	5	4	5	4	5	4
18	5	4	4	4	5	4	5	4	4	5
19	3	3	4	4	3	3	4	4	3	3
20	4	4	5	4	5	4	4	5	4	5
21	3	3	4	4	3	3	4	4	3	3
22	4	5	5	5	4	5	4	4	5	4
23	4	4	5	4	5	4	5	4	4	5
24	4	5	4	4	5	4	5	4	5	5
25	5	4	5	5	4	5	4	4	5	4
26	5	5	4	5	4	5	4	5	4	5
27	5	4	5	5	4	5	4	4	5	4
28	4	5	4	4	5	4	5	4	5	4
29	5	5	4	5	4	4	5	4	5	5
30	5	4	5	5	4	5	4	5	4	5
31	5	4	4	5	4	5	4	4	5	4
32	4	5	4	4	5	4	4	5	4	5
33	5	4	5	5	4	5	5	4	5	5
34	5	4	5	4	5	4	5	4	5	4
35	5	4	5	4	4	5	4	5	4	4
36	4	5	4	5	4	4	5	4	5	5
37	4	5	4	5	5	5	4	4	5	5
38	5	5	4	5	4	5	4	4	5	4
39	4	5	4	5	4	4	5	4	5	5
40	4	5	5	4	5	5	4	5	5	4
41	4	5	4	5	5	4	4	5	4	5
42	4	5	5	4	5	5	5	4	4	5

NO	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
43	4	5	5	4	4	5	5	5	4	4
44	4	5	4	4	5	4	5	4	5	5
45	4	4	5	4	5	5	4	5	4	4
46	3	3	2	3	3	3	2	2	3	2
47	5	4	5	4	5	4	5	4	5	4
48	4	5	5	4	4	5	5	4	4	5
49	2	3	3	2	3	2	3	2	3	3
50	5	4	4	5	5	4	4	5	5	4
51	3	2	3	3	3	2	3	3	3	3
52	4	5	5	4	4	5	5	4	4	5
53	4	5	4	5	5	4	5	4	5	4
54	4	5	4	5	4	5	4	5	4	5
55	3	2	3	3	2	3	2	3	2	3
56	4	5	4	5	4	5	4	5	5	4
57	3	3	2	3	2	3	3	2	3	2
58	4	4	5	5	4	4	4	5	4	5
59	5	5	4	5	4	5	4	5	4	5
60	4	5	4	5	4	4	5	4	5	4
61	4	4	5	4	5	5	4	4	5	4
62	4	5	4	5	4	4	5	5	4	5
63	4	4	5	5	4	5	4	4	4	5
64	5	4	5	4	5	5	4	5	4	5
65	4	5	4	5	5	4	5	4	5	4
66	5	4	5	4	5	4	5	4	5	4
67	5	4	4	5	4	5	4	4	5	4
68	5	4	5	4	5	4	5	4	4	5
69	4	5	4	4	5	4	5	5	4	5
70	5	4	5	4	5	4	5	4	5	4
71	5	4	4	5	4	5	5	4	5	4
72	5	4	5	4	5	4	5	4	4	5
73	4	5	5	4	4	5	4	5	5	4
74	4	5	5	4	4	5	5	4	5	4
75	5	4	5	4	5	5	4	4	5	5
76	4	5	5	4	4	5	5	4	4	5
77	4	5	5	4	4	5	5	4	5	4
78	4	5	5	4	4	5	5	4	4	5
79	4	4	5	5	4	5	4	5	4	5
80	4	5	4	5	5	4	4	5	5	4
81	3	2	2	2	3	2	2	3	2	3
82	3	2	2	3	2	2	2	3	2	3
83	4	5	4	4	4	5	5	4	5	4
84	2	2	3	2	3	2	2	3	2	3
85	3	2	2	3	2	3	3	2	3	2
86	3	2	2	3	2	2	3	2	2	3
87	2	2	3	3	2	3	2	2	3	2
88	2	3	2	2	3	3	2	3	2	2
89	2	3	2	2	3	2	3	3	2	3

NO	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
90	2	3	3	2	2	3	2	3	2	2
91	4	5	5	4	4	5	5	4	4	5
92	2	3	3	2	3	2	2	2	3	2
93	5	4	4	5	5	4	4	5	4	4
94	4	4	3	4	3	4	3	3	3	4
95	4	3	3	4	3	3	4	3	3	4
96	4	3	3	4	4	3	4	3	4	4
97	4	5	5	5	4	4	5	5	5	4
98	4	3	3	4	3	4	4	3	3	4
99	4	3	3	4	3	4	3	3	4	3
100	4	5	5	4	4	5	5	4	4	5
101	4	3	3	4	4	3	3	4	3	4
102	4	5	5	4	4	5	5	5	4	4
103	4	4	3	3	4	3	3	4	3	3
104	4	3	3	4	3	3	4	3	2	3
105	3	2	3	3	2	2	3	2	2	3
106	4	3	3	4	3	3	4	3	3	4
107	4	3	3	4	3	3	4	3	3	4
108	4	4	5	4	4	5	4	4	5	4
109	5	5	4	4	4	5	5	4	4	5
110	4	5	4	5	4	5	4	4	4	5
111	4	5	5	5	4	4	4	4	5	5
112	4	5	5	4	5	4	4	5	5	4
113	4	5	5	4	4	4	4	5	4	4
114	5	5	5	4	5	5	4	5	4	5
115	4	5	5	4	4	4	5	4	5	4
116	5	5	5	4	4	4	5	4	5	4
117	4	5	5	4	4	5	5	4	4	5
118	4	4	5	4	5	4	5	4	5	4
119	4	5	4	4	4	4	4	4	5	4
120	5	4	4	5	5	4	4	5	5	4
121	4	5	5	4	4	4	4	5	4	5
122	4	5	5	4	4	5	4	4	4	5
123	4	4	5	4	5	5	4	4	5	5
124	4	5	5	4	4	5	4	4	4	5
125	4	5	5	5	4	4	5	5	4	4
126	4	4	5	4	4	5	5	4	5	4
127	4	5	5	4	5	4	5	4	4	5
128	4	4	4	5	4	5	4	4	4	5
129	5	5	4	5	4	4	4	5	4	4
130	4	4	5	5	5	5	4	4	4	5
131	4	5	5	4	4	5	4	5	5	4
132	4	5	5	4	5	4	5	5	5	4
133	4	5	5	5	5	4	5	4	5	4
134	4	4	4	4	4	5	5	5	4	4
135	4	4	4	5	4	4	5	5	4	5
136	4	5	4	4	4	5	4	4	5	4

NO	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
137	4	5	4	4	5	4	4	5	4	5
138	4	5	4	4	4	5	5	4	4	5
139	4	4	5	4	4	5	4	5	4	4
140	4	4	5	4	4	4	4	4	4	5
141	5	5	4	4	5	5	4	4	4	4
142	5	5	5	4	5	4	4	4	5	5
143	5	5	5	5	4	5	4	5	4	5
144	4	5	4	4	4	4	5	5	5	4
145	5	5	5	4	4	4	5	5	4	4
146	5	4	4	4	5	5	4	4	4	4
147	5	5	4	4	4	4	5	4	4	5
148	4	4	5	4	4	5	5	4	4	4
149	5	4	4	5	5	4	4	4	5	5
150	4	4	4	5	4	4	4	4	5	4
151	4	5	5	5	4	4	5	5	4	5
152	4	5	4	5	5	5	4	4	4	5
153	4	5	5	5	4	4	4	5	4	5
154	5	4	5	5	4	4	4	4	4	5
155	5	4	4	4	5	4	4	5	5	5
156	5	4	4	5	5	4	4	4	4	5
157	4	4	5	5	5	4	4	4	5	5
158	4	5	4	4	4	5	5	5	5	5
159	4	3	4	3	4	3	4	3	4	3
160	4	3	3	4	3	4	3	4	3	4
161	3	4	4	4	3	4	3	4	3	4
162	4	3	4	3	4	3	4	4	3	4
163	3	4	3	3	4	3	4	3	3	4
164	4	5	4	4	5	4	5	4	5	4
165	4	5	4	5	4	5	5	4	5	4
166	5	5	5	4	5	4	5	4	4	4
167	4	5	5	4	4	5	5	4	5	5
168	5	4	5	4	5	4	4	5	4	5
169	4	4	4	3	4	3	3	3	4	4
170	5	4	4	5	4	4	4	4	4	5
171	4	3	3	4	3	4	3	3	4	4
172	5	4	5	4	4	5	4	4	5	4
173	5	5	4	5	4	5	4	5	4	4
174	5	4	4	5	5	5	4	4	4	5
175	4	3	4	3	4	4	3	4	3	4
176	5	5	4	5	4	4	4	4	5	5
177	4	5	4	5	4	5	4	5	4	5
178	4	5	4	5	4	5	4	4	5	4
179	4	4	3	3	4	3	4	3	4	4
180	4	3	3	4	3	3	3	4	3	3
181	4	4	5	5	4	5	4	5	4	4
182	4	5	4	5	4	5	4	4	4	4
183	4	5	4	4	4	5	5	4	5	4

NO	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
184	4	5	4	5	5	4	5	4	5	4
185	3	3	4	3	3	4	3	4	3	4
186	4	3	4	3	3	4	3	4	3	4
187	4	3	3	4	3	4	3	4	3	3
188	2	3	4	3	3	3	3	4	3	4
189	4	3	4	3	4	4	3	4	4	3
190	4	4	4	4	5	4	5	5	4	5
191	4	4	4	4	5	4	5	4	5	5
192	4	5	5	4	5	4	5	4	4	4
193	4	3	3	4	3	3	4	3	3	4
194	4	3	3	4	3	4	4	4	3	3
195	4	5	4	5	5	5	4	5	4	4
196	4	2	3	4	4	3	4	4	3	4

Lokasi

NO	LK1	LK2	LK3	LK4	LK5	LK6
1	4	4	5	4	4	5
2	4	4	4	5	5	4
3	3	4	4	3	3	4
4	3	3	4	4	3	3
5	5	4	4	3	4	5
6	3	3	4	4	3	4
7	4	4	3	5	5	4
8	3	3	4	4	3	3
9	4	5	5	4	4	5
10	3	3	4	4	3	3
11	4	4	3	5	4	5
12	4	4	3	3	4	4
13	4	5	4	5	4	5
14	3	3	4	4	3	3
15	4	5	4	5	4	5
16	4	3	3	4	4	3
17	5	4	4	5	4	5
18	4	5	4	4	5	4
19	4	3	4	4	3	3
20	4	5	5	4	5	4
21	4	4	3	3	4	4
22	4	4	5	5	4	5
23	4	5	4	4	5	4
24	4	5	4	4	5	4
25	4	5	4	5	5	4
26	4	5	4	5	4	5
27	5	4	5	4	4	5
28	5	4	5	4	5	4
29	4	5	5	4	5	4

NO	LK1	LK2	LK3	LK4	LK5	LK6
30	4	5	4	4	5	4
31	5	4	5	5	4	5
32	4	5	4	4	5	4
33	4	5	4	5	4	5
34	5	4	5	4	5	4
35	4	5	5	5	4	4
36	4	5	4	5	5	4
37	5	5	4	4	5	5
38	5	4	5	5	4	5
39	4	5	4	4	5	4
40	4	4	5	5	4	4
41	5	4	5	5	4	5
42	5	4	5	5	4	4
43	5	5	4	4	5	5
44	4	5	4	5	4	5
45	4	5	4	5	4	5
46	2	3	2	2	3	3
47	5	4	5	4	5	4
48	5	4	4	5	5	5
49	2	2	3	2	2	3
50	5	4	4	5	4	4
51	3	2	3	2	3	3
52	4	4	5	5	4	4
53	4	5	4	5	4	4
54	5	4	5	4	5	4
55	2	3	2	3	2	3
56	5	4	4	5	4	4
57	2	3	2	3	3	3
58	4	4	5	4	5	4
59	4	4	5	4	5	4
60	4	5	4	5	4	4
61	4	5	4	4	5	4
62	4	5	4	5	4	5
63	5	4	5	5	5	4
64	4	5	4	5	4	5
65	5	4	4	5	4	5
66	5	4	4	4	5	4
67	5	4	5	4	5	5
68	4	5	5	4	5	4
69	4	5	4	5	4	5
70	5	4	5	4	5	4
71	5	4	4	5	4	5
72	4	5	4	5	4	5
73	4	5	5	5	4	4
74	5	5	4	4	5	5
75	4	5	4	5	4	5
76	5	4	4	5	5	5

NO	LK1	LK2	LK3	LK4	LK5	LK6
77	5	4	4	5	5	4
78	5	4	5	4	4	5
79	4	5	4	5	4	5
80	5	4	4	4	5	5
81	2	3	2	3	2	2
82	2	2	3	2	2	2
83	5	4	5	5	4	5
84	2	3	2	2	3	2
85	2	2	3	2	2	3
86	2	2	3	3	2	2
87	2	3	3	2	2	3
88	3	2	3	3	2	3
89	2	3	2	2	3	2
90	3	3	2	3	2	2
91	5	4	4	5	5	4
92	2	3	3	2	3	3
93	5	5	4	4	5	5
94	4	3	3	4	3	4
95	4	3	3	4	3	3
96	3	4	3	3	3	4
97	4	4	5	5	4	4
98	4	3	3	4	3	3
99	3	4	4	3	3	4
100	4	5	5	4	4	5
101	4	3	3	4	4	3
102	5	5	4	4	5	5
103	4	3	4	3	3	4
104	4	3	3	4	4	3
105	3	2	2	3	2	3
106	3	4	4	3	4	3
107	4	3	3	4	3	4
108	5	5	4	5	4	4
109	4	4	5	5	4	4
110	4	5	5	4	4	5
111	4	4	5	5	4	4
112	4	5	5	4	4	5
113	4	5	5	4	4	5
114	5	5	5	3	5	5
115	4	5	4	5	5	5
116	4	4	4	5	5	4
117	4	5	5	4	5	4
118	4	5	5	4	4	4
119	4	4	4	5	4	4
120	4	5	5	4	4	5
121	4	4	4	5	4	4
122	4	5	4	5	4	4
123	4	4	5	4	5	4

NO	LK1	LK2	LK3	LK4	LK5	LK6
124	5	4	4	4	5	5
125	4	4	4	5	5	5
126	4	4	4	5	4	4
127	5	4	4	5	5	4
128	4	4	4	4	4	4
129	4	5	5	4	4	4
130	5	4	4	5	4	4
131	4	4	5	4	4	5
132	5	4	4	5	5	4
133	4	5	4	5	4	5
134	5	4	4	4	5	4
135	4	4	5	4	4	4
136	4	4	5	4	4	5
137	5	5	4	5	4	5
138	4	4	5	5	4	5
139	4	4	5	5	4	4
140	4	4	4	5	4	5
141	4	4	5	5	4	4
142	4	5	5	5	5	4
143	5	4	4	4	4	5
144	5	5	5	4	4	5
145	4	4	5	4	4	4
146	5	5	5	5	4	4
147	5	4	5	5	4	5
148	5	5	4	4	5	5
149	5	4	4	5	5	4
150	4	4	4	5	4	5
151	5	4	4	4	5	5
152	5	4	4	4	4	4
153	4	4	4	4	5	5
154	5	4	4	5	4	4
155	5	4	4	5	5	5
156	4	4	4	4	4	4
157	4	4	5	5	5	5
158	4	4	4	5	4	5
159	4	4	3	3	4	4
160	3	3	4	4	3	4
161	4	3	3	4	3	4
162	4	3	3	4	3	4
163	4	3	4	3	4	3
164	4	5	4	4	4	5
165	4	5	4	4	5	5
166	5	4	5	4	5	4
167	4	5	4	4	5	5
168	5	4	4	5	5	5
169	4	3	3	3	3	4
170	5	4	5	4	5	5

NO	LK1	LK2	LK3	LK4	LK5	LK6
171	4	3	4	3	3	3
172	5	4	5	4	4	5
173	5	4	5	4	4	5
174	5	4	4	4	5	4
175	4	3	4	4	3	3
176	5	4	4	4	5	4
177	5	5	4	4	5	4
178	5	4	5	4	5	4
179	3	3	4	4	3	3
180	4	3	3	3	4	3
181	4	4	5	4	4	5
182	4	4	4	5	5	4
183	5	4	4	4	5	4
184	4	5	5	4	5	5
185	3	2	3	4	3	4
186	3	4	4	4	3	4
187	3	3	3	3	3	4
188	4	3	4	3	3	4
189	4	3	3	4	4	3
190	4	4	5	5	4	5
191	4	4	5	5	4	4
192	4	4	5	4	4	5
193	3	4	4	3	4	3
194	3	3	4	4	4	3
195	5	4	4	4	5	5
196	3	3	4	4	3	4

Loyalitas Pelanggan

NO	LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
1	5	4	4	5	4	4	5	4
2	4	4	4	4	4	4	4	4
3	3	4	3	3	4	4	3	3
4	4	4	3	3	4	3	4	4
5	4	5	4	4	3	4	4	5
6	4	4	3	3	4	4	3	3
7	4	3	4	3	4	5	4	4
8	4	4	3	3	4	3	3	4
9	4	5	4	5	4	4	5	4
10	4	4	3	3	4	4	3	3
11	4	4	5	3	4	2	4	4
12	3	3	4	3	4	4	3	3
13	4	5	4	5	4	5	4	5
14	4	4	3	3	4	4	3	3
15	4	5	4	5	4	5	4	5
16	3	4	4	3	3	4	4	3

NO	LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
17	4	5	4	5	4	5	4	5
18	5	4	5	4	4	5	4	4
19	4	3	3	4	4	3	3	4
20	4	5	4	5	5	4	5	4
21	3	3	3	4	4	3	3	3
22	4	4	5	4	5	5	4	5
23	5	5	4	5	4	5	4	5
24	5	5	4	5	4	4	5	4
25	5	4	4	5	4	5	4	5
26	4	5	4	5	4	5	4	5
27	4	5	4	5	4	5	4	4
28	4	5	4	5	4	5	4	5
29	4	5	4	4	5	4	4	5
30	5	4	5	4	5	4	5	4
31	5	4	5	4	4	5	4	5
32	5	4	5	5	4	5	4	4
33	5	4	4	5	4	4	5	4
34	5	4	5	4	5	4	5	5
35	5	4	5	4	5	4	4	5
36	5	4	5	4	4	5	5	4
37	4	5	5	5	4	4	5	5
38	5	4	5	4	4	5	4	4
39	5	4	5	4	5	4	5	4
40	5	4	4	5	4	5	4	5
41	4	4	5	4	5	4	5	4
42	5	5	4	5	4	5	4	4
43	4	4	5	5	4	4	5	5
44	4	5	4	5	4	5	4	5
45	4	4	5	4	5	5	4	4
46	3	2	3	3	2	3	2	3
47	5	4	5	4	5	4	5	4
48	4	4	5	5	4	4	5	5
49	2	3	2	3	3	2	2	3
50	5	5	4	4	5	5	4	4
51	2	3	3	3	2	3	3	3
52	5	5	4	4	5	5	4	4
53	5	4	5	4	4	5	4	5
54	5	4	4	5	4	4	4	5
55	2	3	3	2	3	2	3	2
56	5	4	5	4	5	4	4	5
57	2	2	3	2	3	3	3	2
58	5	5	4	5	4	4	5	5
59	5	5	4	4	5	5	4	4
60	5	4	4	5	4	5	4	4
61	5	4	5	4	4	5	4	4
62	4	5	4	5	4	5	4	5
63	4	4	4	5	4	5	4	5

NO	LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
64	4	5	4	5	4	5	4	4
65	4	5	4	5	4	5	4	5
66	5	5	4	5	4	5	4	5
67	4	4	5	4	5	4	5	4
68	5	4	5	4	4	5	4	5
69	4	5	4	5	4	4	5	4
70	5	4	5	5	4	4	5	4
71	4	5	4	5	4	5	4	5
72	4	5	5	4	5	4	5	4
73	5	5	4	4	5	4	5	4
74	4	4	5	5	4	5	5	4
75	4	5	4	5	4	5	4	5
76	4	4	5	5	4	4	5	5
77	4	5	5	4	4	5	5	4
78	5	4	4	5	5	4	4	5
79	4	5	4	5	4	5	4	5
80	5	5	5	4	4	5	5	5
81	3	2	2	3	2	3	2	2
82	3	3	2	2	2	3	2	3
83	4	4	5	5	5	4	4	5
84	2	3	2	2	3	3	2	2
85	2	2	3	2	3	3	2	2
86	3	2	3	3	2	2	3	2
87	2	3	3	2	2	3	2	2
88	2	2	3	2	2	3	2	2
89	3	3	2	2	3	2	2	3
90	2	3	3	2	2	2	3	2
91	4	5	5	4	4	5	4	5
92	2	3	2	2	3	3	2	3
93	4	4	5	5	4	4	5	4
94	4	3	4	3	4	3	3	4
95	4	3	4	4	3	3	4	3
96	4	3	4	3	4	4	3	4
97	5	5	4	4	5	5	4	4
98	4	4	3	4	3	3	4	3
99	3	4	3	4	3	3	4	4
100	4	4	5	5	4	4	5	5
101	3	4	3	4	3	3	4	3
102	4	5	4	4	5	5	4	4
103	4	3	3	3	4	4	3	4
104	4	3	3	4	3	3	4	4
105	2	2	3	2	2	3	2	3
106	3	4	3	3	4	3	3	4
107	4	3	3	4	3	4	3	3
108	4	4	5	5	4	4	5	5
109	4	4	4	5	5	4	4	5
110	4	4	4	5	4	5	4	4

NO	LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
111	5	4	4	4	4	5	4	5
112	5	5	4	4	5	5	4	4
113	4	5	4	4	4	5	4	5
114	4	4	4	4	5	4	5	4
115	4	4	4	5	4	4	5	4
116	5	5	4	4	5	5	4	4
117	5	4	5	5	4	4	5	4
118	5	4	5	4	4	5	5	5
119	4	5	4	5	4	4	5	5
120	5	4	5	5	4	5	5	4
121	5	5	4	4	5	4	5	4
122	4	5	5	5	4	4	4	5
123	4	4	5	4	4	4	4	5
124	4	5	4	5	4	4	5	4
125	4	4	5	5	3	4	5	4
126	5	4	4	5	5	5	4	5
127	5	5	4	4	5	5	4	4
128	5	4	4	5	4	4	4	5
129	5	4	4	5	4	4	4	4
130	4	5	4	4	5	5	4	5
131	4	5	4	4	4	4	4	4
132	5	4	5	5	5	4	5	4
133	4	5	4	4	5	4	4	5
134	5	5	4	4	4	4	5	4
135	5	4	4	4	4	5	5	4
136	4	4	4	4	4	4	4	5
137	4	5	4	5	4	4	4	4
138	4	5	4	4	4	5	4	4
139	4	5	5	4	4	5	4	4
140	5	4	4	5	4	4	4	4
141	4	5	5	4	4	4	4	4
142	4	5	4	5	5	5	5	4
143	4	4	4	5	5	4	5	4
144	4	5	4	5	5	5	5	4
145	5	4	4	5	5	5	5	4
146	4	4	4	5	5	5	5	5
147	5	4	4	4	5	4	4	4
148	4	4	4	4	5	4	4	4
149	4	5	4	5	5	5	4	5
150	5	4	4	4	4	5	5	5
151	4	4	5	4	4	5	5	5
152	5	4	5	5	4	4	4	4
153	5	5	4	4	5	4	5	5
154	5	5	5	4	4	4	5	5
155	5	5	4	5	5	5	5	5
156	5	4	4	5	5	4	5	5
157	4	5	5	5	4	5	4	5

NO	LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
158	5	5	5	5	4	5	4	4
159	4	3	3	4	3	4	3	4
160	3	4	3	4	3	3	4	3
161	3	4	3	4	3	4	4	3
162	3	4	3	4	4	4	3	4
163	4	3	4	3	4	3	4	4
164	5	4	4	5	4	5	4	4
165	4	5	4	5	4	4	5	5
166	5	4	5	4	4	5	4	4
167	4	5	4	4	5	4	5	4
168	4	4	5	4	5	5	4	4
169	3	3	4	3	3	4	3	4
170	5	5	4	5	5	4	4	5
171	4	3	3	3	3	4	3	4
172	5	4	4	5	4	4	5	4
173	5	5	5	4	4	4	5	5
174	4	5	5	4	5	5	5	5
175	3	4	3	3	3	4	4	3
176	5	4	5	4	5	4	5	4
177	4	4	5	4	4	5	5	4
178	5	4	5	5	4	4	5	4
179	3	4	4	3	3	3	3	3
180	3	3	4	3	3	4	3	3
181	4	4	4	4	5	4	5	5
182	5	4	4	4	4	5	5	4
183	4	5	4	5	5	5	4	4
184	4	4	4	4	4	4	4	4
185	3	4	3	3	4	3	4	3
186	4	3	3	4	4	3	3	3
187	4	3	4	3	3	3	3	4
188	3	3	4	4	3	4	3	4
189	3	4	4	3	3	4	3	4
190	4	5	4	5	4	5	4	5
191	4	4	4	5	4	4	4	5
192	4	4	4	4	5	4	5	4
193	3	4	3	3	4	3	4	4
194	3	3	4	3	4	3	3	4
195	5	4	5	4	4	5	4	5
196	3	4	3	3	4	4	3	3

Kepuasan Pelanggan

NO	KPL1	KPL2	KPL3	KPL4
1	4	5	4	4
2	4	4	4	5
3	4	3	4	3
4	3	3	4	3
5	4	4	3	5
6	4	3	3	4
7	5	4	4	5
8	3	3	4	3
9	5	4	5	4
10	4	3	4	4
11	3	4	4	5
12	4	3	3	4
13	4	5	4	5
14	4	4	3	3
15	5	4	5	4
16	3	3	4	3
17	4	5	4	5
18	5	5	4	4
19	3	3	4	3
20	4	4	5	4
21	4	4	3	3
22	4	5	5	4
23	5	4	5	4
24	4	5	4	4
25	4	5	5	4
26	5	4	5	4
27	5	4	5	4
28	4	5	5	4
29	5	4	5	5
30	5	4	5	4
31	5	4	5	4
32	5	4	5	5
33	4	5	4	5
34	4	5	4	5
35	4	5	4	5
36	5	4	5	4
37	4	4	4	5
38	5	4	5	4
39	5	4	4	5
40	4	5	4	4
41	5	4	4	5
42	4	5	5	4
43	4	4	5	4
44	4	5	5	4
45	5	4	5	5

NO	KPL1	KPL2	KPL3	KPL4
46	2	2	3	3
47	5	4	4	5
48	4	4	5	5
49	2	3	3	2
50	4	5	5	4
51	2	3	3	3
52	5	5	4	5
53	4	5	4	5
54	4	5	5	4
55	3	3	2	3
56	4	5	4	5
57	2	3	3	2
58	4	5	4	5
59	4	5	5	4
60	4	5	4	5
61	5	4	5	4
62	5	4	5	4
63	5	5	4	4
64	5	4	5	4
65	4	4	5	4
66	4	5	4	4
67	4	5	4	5
68	4	5	4	5
69	5	4	5	4
70	5	4	5	5
71	4	5	4	5
72	4	4	5	4
73	4	5	5	4
74	5	4	4	4
75	4	5	4	5
76	4	4	5	4
77	5	5	4	4
78	5	5	4	4
79	4	5	4	5
80	5	4	5	5
81	3	2	2	3
82	2	3	3	2
83	5	4	5	4
84	2	3	3	2
85	3	2	2	3
86	2	3	3	2
87	2	3	2	3
88	2	2	3	2
89	2	2	3	3
90	2	3	2	2
91	4	4	5	5
92	3	2	3	3

NO	KPL1	KPL2	KPL3	KPL4
93	5	5	4	5
94	4	3	3	4
95	3	4	4	3
96	4	3	3	4
97	5	5	4	4
98	4	3	3	4
99	3	4	4	3
100	5	4	4	5
101	3	3	4	4
102	5	5	4	4
103	3	4	4	3
104	3	4	4	3
105	4	3	2	3
106	4	4	3	3
107	4	4	3	4
108	5	5	4	5
109	5	5	4	4
110	5	5	4	5
111	4	5	4	4
112	5	4	4	5
113	4	4	5	5
114	4	4	5	5
115	5	5	4	4
116	4	4	5	5
117	5	5	4	4
118	4	4	4	5
119	5	5	5	4
120	5	4	4	5
121	4	4	5	4
122	4	4	4	5
123	4	4	4	4
124	4	4	5	4
125	3	4	5	5
126	4	4	4	5
127	5	5	4	4
128	4	4	4	5
129	5	5	4	4
130	4	4	4	5
131	4	4	4	4
132	4	4	5	5
133	4	5	4	5
134	5	5	5	4
135	4	4	5	5
136	4	4	5	5
137	4	4	4	5
138	4	4	5	4
139	4	4	5	4

NO	KPL1	KPL2	KPL3	KPL4
140	4	5	5	4
141	4	5	4	4
142	5	5	4	4
143	5	4	4	5
144	5	5	4	5
145	4	5	4	5
146	5	4	5	4
147	5	4	4	5
148	4	4	4	5
149	5	5	4	4
150	4	5	4	4
151	4	5	5	4
152	5	5	4	4
153	4	4	4	5
154	5	4	5	5
155	1	4	4	5
156	5	4	4	4
157	5	5	4	5
158	4	5	5	5
159	4	3	4	3
160	3	4	3	4
161	4	3	4	3
162	3	3	4	4
163	3	4	3	4
164	4	5	5	4
165	4	5	5	4
166	5	4	5	5
167	4	5	5	4
168	5	4	5	4
169	4	3	4	3
170	5	4	4	5
171	3	4	3	4
172	5	4	5	4
173	5	5	4	5
174	5	4	5	4
175	3	4	3	3
176	5	4	4	5
177	5	4	5	4
178	4	4	4	5
179	4	3	3	3
180	3	3	3	4
181	5	4	5	5
182	5	4	4	5
183	4	4	5	4
184	5	4	4	5
185	4	3	4	3
186	4	3	4	3

NO	KPL1	KPL2	KPL3	KPL4
187	3	4	4	3
188	4	3	4	3
189	4	4	3	4
190	5	4	4	5
191	4	4	5	4
192	5	5	5	4
193	4	3	3	3
194	4	4	3	3
195	5	4	4	4
196	3	4	3	3

Lampiran 4
Analisis Deskriptif

Statistics											
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10
N	Valid	196	196	196	196	196	196	196	196	196	196
	Missing	0	0	0	0	0	0	0	0	0	0
Mean		4.07	4.16	4.13	4.12	4.04	4.11	4.12	4.05	4.08	4.16
Std. Error of Mean		.051	.064	.059	.054	.056	.060	.057	.053	.061	.056
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Mode		4	5	4	4	4	4	4	4	4	4
Std. Deviation		.709	.891	.828	.761	.783	.834	.801	.742	.853	.780
Variance		.503	.794	.686	.580	.614	.695	.641	.551	.727	.609
Skewness		-.792	-.767	-.680	-.703	-.589	-.697	-.770	-.690	-.648	-.752
Std. Error of Skewness		.174	.174	.174	.174	.174	.174	.174	.174	.174	.174
Kurtosis		1.273	-.331	-.150	.400	.095	-.083	.323	.668	-.231	.288
Std. Error of Kurtosis		.346	.346	.346	.346	.346	.346	.346	.346	.346	.346
Range		3	3	3	3	3	3	3	3	3	3
Minimum		2	2	2	2	2	2	2	2	2	2
Maximum		5	5	5	5	5	5	5	5	5	5
Sum		797	816	809	808	792	806	808	794	799	816
Percentiles	25	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	75	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

Statistics							
		LK1	LK2	LK3	LK4	LK5	LK6
N	Valid	196	196	196	196	196	196
	Missing	0	0	0	0	0	0
Mean		4.08	4.02	4.09	4.15	4.06	4.16
Std. Error of Mean		.058	.057	.056	.058	.059	.056
Median		4.00	4.00	4.00	4.00	4.00	4.00

Statistics						
	LK1	LK2	LK3	LK4	LK5	LK6
Mode	4	4	4	4	4	4
Std. Deviation	.810	.804	.783	.808	.833	.785
Variance	.656	.646	.613	.653	.694	.616
Skewness	-.844	-.516	-.672	-.816	-.654	-.673
Std. Error of Skewness	.174	.174	.174	.174	.174	.174
Kurtosis	.582	-.182	.236	.334	-.070	.000
Std. Error of Kurtosis	.346	.346	.346	.346	.346	.346
Range	3	3	3	3	3	3
Minimum	2	2	2	2	2	2
Maximum	5	5	5	5	5	5
Sum	799	788	801	814	796	815
Percentiles	25	4.00	4.00	4.00	4.00	4.00
	50	4.00	4.00	4.00	4.00	4.00
	75	5.00	5.00	5.00	5.00	5.00

Statistics					
		KPL1	KPL2	KPL3	KPL4
N	Valid	196	196	196	196
	Missing	0	0	0	0
Mean		4.10	4.12	4.04	4.11
Std. Error of Mean		.059	.056	.055	.062
Median		4.00	4.00	4.00	4.00
Mode		4	4	4	4
Std. Deviation		.826	.779	.764	.868
Variance		.683	.607	.583	.753
Skewness		-.789	-.668	-.488	-.733
Std. Error of Skewness		.174	.174	.174	.174
Kurtosis		.274	.169	-.063	-.148
Std. Error of Kurtosis		.346	.346	.346	.346
Range		3	3	3	3
Minimum		2	2	2	2
Maximum		5	5	5	5
Sum		803	807	792	805
Percentiles	25	4.00	4.00	4.00	4.00
	50	4.00	4.00	4.00	4.00
	75	5.00	5.00	5.00	5.00

Statistics									
		LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8
N	Valid	196	196	196	196	196	196	196	196
	Missing	0	0	0	0	0	0	0	0
Mean		4.03	4.15	4.05	4.11	4.10	4.09	4.12	4.11
Std. Error of Mean		.054	.056	.059	.057	.061	.055	.055	.058
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Mode		4	4	4	4	4	4	4	4
Std. Deviation		.761	.789	.831	.802	.853	.772	.772	.809
Variance		.579	.623	.690	.644	.728	.597	.596	.654
Skewness		-.678	-.659	-.683	-.748	-.948	-.564	-.610	-.619
Std. Error of Skewness		.174	.174	.174	.174	.174	.174	.174	.174
Kurtosis		.527	-.058	.053	.271	.800	-.038	.028	-.169
Std. Error of Kurtosis		.346	.346	.346	.346	.346	.346	.346	.346
Range		3	3	3	3	4	3	3	3
Minimum		2	2	2	2	1	2	2	2
Maximum		5	5	5	5	5	5	5	5
Sum		789	814	793	806	804	802	807	806
Percentiles	25	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
	75	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

Lampiran 5

Data Outlier

Perhitungan Pertama (n=204)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
4	91,067	,000	,000	146	36,572	,082	,000
197	69,504	,000	,000	189	35,778	,096	,000
34	66,733	,000	,000	182	35,634	,099	,000
21	63,567	,000	,000	150	35,485	,102	,000
163	61,571	,000	,000	10	34,877	,114	,000
196	58,970	,000	,000	157	34,672	,119	,000
12	57,730	,000	,000	154	34,451	,124	,000
16	56,796	,000	,000	169	34,161	,131	,000
203	55,922	,001	,000	183	34,018	,135	,000
199	55,850	,001	,000	110	33,832	,139	,000
27	55,138	,001	,000	147	33,487	,148	,000
198	54,584	,001	,000	7	33,222	,156	,000

number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
20	54,555	,001	,000	8	32,987	,162	,000
172	54,528	,001	,000	173	32,317	,183	,000
81	52,083	,002	,000	162	32,157	,188	,000
52	51,995	,002	,000	122	31,914	,196	,000
188	50,385	,003	,000	195	31,854	,198	,000
11	50,352	,003	,000	15	31,489	,211	,000
80	50,076	,003	,000	101	31,362	,215	,000
1	50,049	,003	,000	176	31,176	,222	,000
121	49,797	,003	,000	160	31,162	,222	,000
128	49,609	,003	,000	135	30,847	,234	,000
123	49,158	,004	,000	141	30,847	,234	,000
85	48,906	,004	,000	143	30,847	,234	,000
166	48,522	,005	,000	133	30,341	,254	,000
204	47,460	,006	,000	115	30,158	,261	,000
171	47,272	,007	,000	201	30,112	,263	,000
181	47,233	,007	,000	152	29,922	,271	,000
13	46,936	,007	,000	104	29,385	,294	,003
124	46,221	,009	,000	111	29,376	,294	,002
191	43,848	,016	,000	112	29,052	,309	,005
14	43,699	,016	,000	153	28,979	,312	,004
179	43,551	,017	,000	57	28,599	,330	,012
190	43,197	,018	,000	186	28,146	,351	,042
19	43,060	,019	,000	77	27,695	,374	,116
168	43,028	,019	,000	178	27,559	,380	,128
164	42,140	,024	,000	28	27,430	,387	,139
180	41,378	,028	,000	130	27,288	,394	,156
17	40,800	,033	,000	187	27,096	,404	,195
177	40,548	,034	,000	134	27,046	,407	,177
96	40,181	,037	,000	58	26,636	,429	,331
193	39,767	,041	,000	72	26,575	,432	,315
47	39,659	,042	,000	41	26,193	,453	,489
31	39,572	,043	,000	200	25,921	,467	,602
165	39,570	,043	,000	167	25,767	,476	,642
184	39,209	,047	,000	137	25,319	,501	,826
175	37,886	,062	,000	145	25,319	,501	,788
32	37,784	,063	,000	3	23,443	,608	1,000
185	37,153	,072	,000	156	22,812	,644	1,000
67	36,916	,076	,000	88	22,790	,645	1,000

Perhitungan Pertama (n=190)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
114	93,681	,000	,000	105	35,210	,107	,000
45	85,917	,000	,000	140	35,153	,108	,000
179	80,667	,000	,000	115	35,132	,109	,000
60	69,064	,000	,000	177	35,004	,112	,000
121	58,688	,000	,000	40	34,268	,128	,000
116	58,248	,000	,000	145	34,030	,134	,000
73	55,022	,001	,000	169	33,852	,139	,000
190	54,085	,001	,000	65	33,601	,145	,000
78	52,452	,002	,000	186	33,591	,146	,000
10	51,315	,002	,000	22	33,207	,156	,000
74	50,335	,003	,000	103	32,802	,168	,000
172	49,433	,004	,000	161	32,781	,169	,000
158	49,431	,004	,000	167	32,608	,174	,000
11	48,464	,005	,000	108	32,408	,180	,000
175	48,029	,005	,000	104	32,388	,181	,000
163	47,532	,006	,000	164	31,479	,211	,000
12	46,735	,008	,000	189	30,263	,257	,002
89	46,345	,008	,000	153	30,159	,261	,002
156	45,840	,010	,000	128	30,093	,264	,002
160	45,730	,010	,000	134	30,093	,264	,001
166	45,515	,010	,000	136	30,093	,264	,001
176	45,403	,011	,000	70	29,900	,272	,001
117	45,346	,011	,000	43	29,749	,278	,001
170	45,337	,011	,000	51	29,504	,289	,002
9	45,331	,011	,000	146	29,473	,290	,001
184	45,126	,011	,000	97	29,218	,301	,002
182	44,975	,012	,000	50	29,207	,302	,002
171	43,114	,019	,000	178	29,138	,305	,001
181	42,670	,021	,000	127	29,031	,310	,001
168	42,578	,021	,000	150	28,813	,320	,002
157	42,234	,023	,000	149	27,686	,374	,080
180	42,029	,024	,000	90	26,954	,412	,314
6	40,886	,032	,000	130	26,679	,426	,411
16	40,388	,036	,000	138	26,679	,426	,356
7	40,104	,038	,000	162	26,513	,435	,394
126	40,038	,039	,000	183	26,191	,453	,528
25	39,986	,039	,000	81	26,024	,462	,571
14	39,646	,042	,000	165	25,851	,471	,616
147	39,579	,043	,000	49	25,817	,473	,580
174	38,218	,058	,000	76	25,617	,484	,643
173	38,149	,059	,000	159	25,532	,489	,637
1	38,036	,060	,000	34	25,347	,499	,688
143	37,539	,067	,000	28	24,940	,522	,837
13	37,411	,069	,000	15	24,277	,560	,970
139	37,320	,070	,000	69	23,954	,579	,988
187	37,057	,074	,000	135	22,843	,642	1,000
188	36,325	,086	,000	125	22,585	,656	1,000
26	36,239	,087	,000	120	22,238	,676	1,000
94	36,069	,090	,000	144	22,002	,689	1,000
155	35,858	,094	,000	132	21,997	,689	1,000

Perhitungan Pertama (n=182)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
10	54,704	,001	,093	63	32,823	,136	,000
112	53,921	,001	,007	87	32,471	,145	,000
6	53,333	,001	,000	149	32,453	,145	,000
157	52,620	,001	,000	155	32,445	,146	,000
170	50,769	,002	,000	122	32,354	,148	,000
11	50,420	,002	,000	128	32,354	,148	,000
169	49,914	,002	,000	130	32,354	,148	,000
71	49,588	,002	,000	163	32,214	,152	,000
166	48,430	,003	,000	94	32,105	,155	,000
173	48,340	,003	,000	133	31,980	,159	,000
75	48,332	,003	,000	101	31,442	,175	,000
9	48,096	,004	,000	161	31,365	,177	,000
152	47,925	,004	,000	172	31,231	,181	,000
164	47,389	,004	,000	121	31,031	,188	,000
160	46,870	,005	,000	134	30,050	,222	,000
175	46,842	,005	,000	50	29,949	,226	,000
12	46,052	,006	,000	28	29,628	,239	,000
150	45,855	,007	,000	111	29,538	,242	,000
162	44,829	,009	,000	43	29,538	,242	,000
154	43,962	,011	,000	78	29,481	,244	,000
25	43,655	,012	,000	156	29,229	,254	,000
177	43,578	,012	,000	49	29,127	,259	,000
174	43,281	,013	,000	68	29,125	,259	,000
165	42,296	,017	,000	143	28,692	,277	,000
151	42,141	,017	,000	140	28,181	,300	,001
16	41,836	,019	,000	73	27,701	,322	,004
86	40,641	,025	,000	144	27,628	,325	,004
1	40,466	,026	,000	158	27,050	,353	,021
141	40,389	,027	,000	119	26,619	,375	,060
26	39,779	,031	,000	159	26,555	,378	,053
167	39,275	,035	,000	34	26,527	,380	,042
13	39,221	,035	,000	153	26,180	,398	,086
120	38,898	,038	,000	176	25,267	,447	,436
180	38,838	,038	,000	124	24,849	,471	,627
7	38,463	,042	,000	132	24,849	,471	,570
137	38,389	,042	,000	67	24,764	,476	,562
22	38,267	,044	,000	62	24,467	,493	,679
102	38,246	,044	,000	15	24,297	,502	,719
168	37,416	,053	,000	129	24,134	,512	,753
139	37,330	,054	,000	115	23,721	,536	,882
14	36,963	,058	,000	126	23,522	,547	,911
91	36,839	,060	,000	148	23,184	,567	,959
147	35,969	,072	,000	48	22,976	,579	,973
181	35,445	,080	,000	30	22,914	,583	,970
40	35,377	,082	,000	110	22,893	,584	,961
179	35,111	,086	,000	64	22,761	,592	,966
105	34,809	,092	,000	19	22,523	,605	,980
171	33,883	,110	,000	99	22,237	,622	,991
100	33,799	,112	,000	41	22,032	,634	,995
182	33,785	,113	,000	146	21,536	,662	,999

Perhitungan Pertama (n=176)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
168	56,879	,000	,030	116	31,886	,130	,000
68	54,152	,000	,002	98	31,858	,131	,000
159	52,491	,001	,000	25	31,478	,140	,000
167	49,960	,001	,000	129	31,221	,148	,000
72	48,661	,002	,000	139	31,202	,148	,000
161	48,619	,002	,000	91	31,168	,149	,000
164	48,165	,002	,000	117	30,732	,162	,000
9	48,132	,002	,000	145	30,702	,163	,000
148	47,757	,003	,000	47	30,326	,174	,000
13	47,100	,003	,000	130	29,985	,185	,000
146	46,829	,004	,000	152	29,782	,192	,000
155	46,500	,004	,000	158	29,549	,200	,000
169	46,343	,004	,000	108	29,531	,201	,000
22	44,416	,007	,000	75	29,508	,202	,000
150	44,030	,008	,000	70	29,461	,203	,000
157	43,929	,008	,000	153	28,718	,231	,000
171	43,066	,010	,000	60	28,213	,251	,000
147	42,892	,010	,000	46	28,057	,258	,000
137	42,098	,013	,000	136	27,883	,265	,000
23	42,010	,013	,000	31	27,749	,271	,000
1	41,823	,014	,000	140	27,720	,272	,000
83	41,505	,015	,000	170	27,683	,274	,000
160	41,319	,015	,000	149	27,338	,289	,000
8	40,397	,019	,000	154	27,338	,289	,000
99	40,232	,020	,000	115	26,390	,334	,007
88	39,433	,025	,000	12	24,953	,408	,288
162	38,722	,029	,000	144	24,196	,450	,662
133	38,451	,031	,000	64	23,914	,467	,757
19	38,394	,032	,000	27	23,827	,472	,751
163	38,325	,032	,000	125	23,739	,477	,745
10	37,882	,036	,000	120	23,638	,482	,747
173	37,367	,040	,000	128	23,638	,482	,696
11	37,088	,043	,000	38	23,594	,485	,666
37	36,009	,055	,000	107	23,564	,487	,628
165	35,983	,055	,000	122	23,501	,490	,607
143	35,865	,057	,000	176	23,080	,515	,781
135	35,252	,065	,000	111	22,961	,522	,792
151	35,133	,066	,000	61	22,668	,539	,870
84	34,321	,079	,000	16	22,635	,541	,848
6	34,104	,083	,000	96	22,575	,545	,834
102	34,024	,084	,000	113	22,395	,556	,866
174	33,457	,095	,000	172	22,297	,562	,867
175	33,412	,096	,000	5	21,993	,580	,927
97	32,574	,113	,000	40	21,993	,580	,903
65	32,544	,114	,000	142	21,208	,626	,992
118	32,509	,115	,000	2	20,817	,649	,998
124	32,509	,115	,000	71	20,817	,649	,997
126	32,509	,115	,000	78	20,817	,649	,996
156	32,139	,124	,000	112	20,817	,649	,993
166	31,932	,129	,000	80	20,619	,661	,996

Perhitungan Pertama (n=173)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
71	51,364	,001	,151	25	32,057	,126	,000
165	49,699	,002	,030	90	31,981	,127	,000
159	48,940	,002	,005	155	31,952	,128	,000
13	48,400	,002	,001	115	31,578	,138	,000
162	48,383	,002	,000	129	31,115	,150	,000
9	48,036	,002	,000	128	30,924	,156	,000
154	48,019	,003	,000	144	30,883	,157	,000
147	47,306	,003	,000	116	30,497	,169	,000
149	46,738	,004	,000	47	30,337	,174	,000
145	46,403	,004	,000	148	30,161	,179	,000
82	45,879	,005	,000	151	30,026	,184	,000
166	45,551	,005	,000	167	29,844	,190	,000
156	45,204	,006	,000	107	29,825	,191	,000
22	43,676	,008	,000	135	29,315	,208	,000
146	43,517	,009	,000	74	29,185	,213	,000
168	43,301	,009	,000	157	29,081	,217	,000
8	42,858	,010	,000	46	28,680	,232	,000
158	42,349	,012	,000	60	28,667	,233	,000
1	42,125	,012	,000	139	28,617	,235	,000
23	41,927	,013	,000	153	28,249	,250	,000
136	41,921	,013	,000	31	27,631	,276	,000
161	41,817	,014	,000	114	27,454	,284	,000
98	41,109	,016	,000	143	24,944	,409	,390
160	39,998	,021	,000	12	24,899	,411	,357
10	39,662	,023	,000	27	24,592	,428	,473
11	39,266	,026	,000	61	24,529	,432	,449
87	38,939	,028	,000	119	24,253	,447	,552
83	38,528	,031	,000	127	24,253	,447	,491
170	38,335	,032	,000	106	24,038	,459	,558
19	38,190	,033	,000	64	23,983	,463	,531
132	37,851	,036	,000	124	23,703	,479	,637
101	36,834	,045	,000	38	23,684	,480	,590
6	36,687	,047	,000	169	23,604	,484	,578
37	36,457	,050	,000	173	23,552	,487	,550
163	35,632	,060	,000	121	23,468	,492	,541
142	35,608	,060	,000	110	23,365	,498	,543
134	35,353	,063	,000	95	22,965	,522	,718
150	34,897	,070	,000	16	22,522	,548	,869
65	34,569	,075	,000	112	22,455	,552	,858
171	34,073	,083	,000	79	22,221	,566	,902
172	33,980	,085	,000	5	22,051	,576	,921
164	33,400	,096	,000	40	22,051	,576	,896
97	32,814	,108	,000	45	21,963	,581	,894
152	32,720	,110	,000	94	21,739	,595	,927
96	32,356	,118	,000	141	21,392	,616	,969
138	32,247	,121	,000	86	21,167	,629	,981
69	32,224	,122	,000	89	21,161	,629	,973
117	32,121	,124	,000	2	20,587	,663	,997
123	32,121	,124	,000	70	20,587	,663	,995
125	32,121	,124	,000	77	20,587	,663	,992

Perhitungan Pertama (n=170)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
8	53,558	,001	,121	40	32,573	,142	,000
160	51,245	,001	,027	137	32,449	,145	,000
9	49,940	,002	,006	89	32,383	,147	,000
144	49,816	,002	,001	150	32,331	,149	,000
13	48,549	,003	,000	46	32,322	,149	,000
153	48,521	,003	,000	156	32,302	,149	,000
146	47,730	,004	,000	154	32,221	,152	,000
81	47,221	,005	,000	128	32,007	,158	,000
163	47,155	,005	,000	127	31,732	,166	,000
165	47,127	,005	,000	116	31,629	,169	,000
148	46,943	,005	,000	122	31,629	,169	,000
10	46,507	,006	,000	124	31,629	,169	,000
22	46,110	,006	,000	115	30,897	,192	,000
155	45,395	,008	,000	73	30,695	,199	,000
145	44,403	,010	,000	106	30,337	,212	,000
19	43,193	,013	,000	138	30,298	,213	,000
141	42,919	,014	,000	134	30,262	,215	,000
157	42,726	,015	,000	164	29,501	,244	,000
23	42,161	,017	,000	152	29,409	,247	,000
1	42,071	,018	,000	142	28,897	,268	,000
135	41,839	,019	,000	113	28,780	,273	,000
158	41,781	,019	,000	31	28,350	,292	,000
82	41,669	,020	,000	64	27,551	,329	,004
97	41,393	,021	,000	12	27,257	,343	,008
159	41,253	,022	,000	45	26,617	,375	,046
168	40,683	,025	,000	118	25,366	,442	,477
11	40,332	,027	,000	126	25,366	,442	,416
100	39,565	,032	,000	105	25,318	,445	,383
6	39,538	,033	,000	120	24,780	,475	,632
131	39,366	,034	,000	27	24,543	,488	,704
167	39,312	,034	,000	123	24,193	,508	,817
86	39,026	,037	,000	61	24,172	,509	,783
114	38,796	,039	,000	59	23,993	,520	,816
95	37,666	,050	,000	38	23,935	,523	,798
169	37,462	,052	,000	129	23,540	,546	,900
133	37,317	,054	,000	5	23,513	,548	,879
161	37,302	,054	,000	166	23,511	,548	,846
37	36,830	,060	,000	109	23,380	,555	,857
149	35,881	,073	,000	78	23,282	,561	,856
96	35,779	,075	,000	16	22,873	,585	,939
162	35,226	,084	,000	94	22,568	,603	,969
69	34,535	,097	,000	111	22,449	,610	,971
65	34,358	,100	,000	132	22,032	,634	,992
25	34,320	,101	,000	85	21,901	,641	,993
143	34,058	,107	,000	93	21,839	,645	,992
60	34,025	,107	,000	140	21,685	,654	,994
170	33,840	,111	,000	2	21,666	,655	,991
151	33,582	,117	,000	70	21,666	,655	,986
147	32,979	,132	,000	76	21,666	,655	,980
47	32,731	,138	,000	110	21,666	,655	,971

Perhitungan Pertama (n=169)

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2	Observation number	Mahalanobis d-squared	p1	p2
167	59,056	,001	,087	5	37,619	,106	,000
80	53,999	,002	,056	136	37,572	,107	,000
145	53,551	,003	,009	148	37,145	,116	,000
143	53,013	,003	,002	122	37,070	,117	,000
147	52,979	,003	,000	161	37,009	,119	,000
152	51,876	,004	,000	151	36,503	,130	,000
159	51,455	,004	,000	72	36,412	,132	,000
8	50,593	,006	,000	146	36,295	,135	,000
12	50,410	,006	,000	155	35,611	,153	,000
6	50,111	,006	,000	24	35,472	,157	,000
99	49,899	,007	,000	59	35,378	,159	,000
154	49,572	,007	,000	137	35,165	,165	,000
162	49,274	,008	,000	115	34,855	,174	,000
158	48,309	,010	,000	121	34,855	,174	,000
164	48,200	,010	,000	123	34,855	,174	,000
153	48,134	,010	,000	163	33,716	,210	,000
140	47,887	,011	,000	46	33,457	,219	,000
21	47,655	,012	,000	112	33,371	,222	,000
9	47,152	,013	,000	30	33,181	,229	,000
144	46,315	,016	,000	44	33,139	,231	,000
22	46,211	,017	,000	70	33,046	,234	,000
134	45,850	,018	,000	133	32,710	,247	,000
157	45,765	,018	,000	45	32,709	,247	,000
142	45,520	,020	,000	149	32,413	,258	,000
39	44,699	,024	,000	11	31,612	,291	,000
166	44,479	,025	,000	131	31,371	,301	,000
18	43,986	,028	,000	114	30,842	,324	,000
113	43,980	,028	,000	119	30,514	,339	,001
169	43,971	,028	,000	77	30,352	,347	,001
126	43,926	,028	,000	141	29,802	,373	,005
10	43,921	,028	,000	63	29,656	,380	,005
156	43,537	,031	,000	23	27,902	,470	,371
64	43,425	,032	,000	117	27,758	,477	,388
1	43,281	,033	,000	125	27,758	,477	,331
81	43,162	,034	,000	165	27,435	,495	,445
105	41,621	,047	,000	37	26,987	,519	,633
94	41,474	,049	,000	110	26,541	,543	,795
96	41,457	,049	,000	108	26,079	,569	,909
150	41,270	,051	,000	104	26,023	,572	,896
168	40,988	,054	,000	26	25,876	,580	,907
130	39,944	,067	,000	60	25,524	,599	,954
85	39,855	,068	,000	93	25,182	,618	,979
127	39,811	,069	,000	58	24,949	,631	,987
160	39,736	,070	,000	135	24,859	,635	,986
132	39,483	,073	,000	87	24,544	,652	,994
36	38,868	,083	,000	38	24,300	,666	,997
128	38,576	,088	,000	92	23,759	,694	1,000
68	38,322	,092	,000	84	23,702	,697	1,000
88	38,136	,096	,000	74	23,316	,717	1,000
95	37,831	,102	,000	15	23,154	,725	1,000

Lampiran 6
Data Straightlining

NO	Data Straightlining	No	Data Straightlining	NO	Data Straightlining	NO	Data Straightlining	NO	Data Straightlining
1	1,172481404	43	0,484234198	85	0,371390676	127	0,681445387	169	0,723973709
2	0,406838102	44	0,626062316	86	0,621455466	128	0,305128577	170	0,63968383
3	0,571346464	45	0,723973709	87	0,406838102	129	0,406838102	171	0,678910554
4	0,830454799	46	0,813676204	88	0,626062316	130	0,4660916	172	0,784915253
5	0,253708132	47	0,534983081	89	0,556053417	131	0,846901045	173	0,568320777
6	0,647719252	48	0,4660916	90	0,413840993	132	0,406838102	174	0,803011573
7	0	49	0,583292281	91	0,595963433	133	0,530668631	175	0,819307249
8	0,761124395	50	0,949894126	92	0,253708132	134	0,345745904	176	0,784915253
9	0,802295557	51	0,547722558	93	0,430183067	135	1,186126701	177	0,621455466
10	0,182574186	52	0,563241848	94	0,406838102	136	0,651258728	178	0,595963433
11	0	53	0,71438423	95	0,449776445	137	0,922266075	179	0,6149479
12	0,711966679	54	0,406838102	96	0,52083046	138	0,996545758	180	0,773854363
13	0,833907848	55	0,727932042	97	0,379049022	139	0,761124395	181	0,860366134
14	1,04166092	56	0,182574186	98	0,434172485	140	0,776079152	182	0,626062316
15	0,89955289	57	0,546672274	99	0,674664668	141	0,739679956	183	0,534983081
16	0,71438423	58	0,534983081	100	0,571346464	142	0,626062316	184	0,691491807
17	0,379049022	59	0,681445387	101	0,449776445	143	0,678910554	185	0,490132518
18	1,508596059	60	0,626062316	102	0,379049022	144	0,996545758	186	0,711159002
19	1,446358885	61	0,62972353	103	0,651258728	145	0,711159002	187	0,651258728
20	0,182574186	62	0,490132518	104	0,607425318	146	0,996545758	188	0,628810225
21	1,136641554	63	0,651258728	105	0,406838102	147	0,691491807	189	0,681445387
22	0,6149479	64	0,660894552	106	0,379049022	148	0,776079152	190	0,664363839
23	1,25762045	65	0,406838102	107	0,607425318	149	0,660894552	191	0,758855763
24	0,711159002	66	0,4660916	108	0,4660916	150	0,730296743	192	0,691491807
25	0,430183067	67	0,70221325	109	0,379049022	151	0,546672274	193	0,808716878
26	0	68	0,626062316	110	0,406838102	152	0,660894552	194	0,730296743
27	1,159171325	69	0,406838102	111	0,6149479	153	0,860366134	195	0,628810225
28	0,764890496	70	0,62972353	112	0,626062316	154	0,660894552	196	0,628810225
29	0,406838102	71	0,507416263	113	0,739679956	155	0,742781353	197	0,681445387
30	0,870988341	72	0,406838102	114	0,449776445	156	0,791477594	198	0,691491807
31	0,668675135	73	0,406838102	115	0,530668631	157	0,858359837	199	0,952311163
32	0,490132518	74	0,651258728	116	0,4660916	158	0,52083046	200	1,04166092
33	0,406838102	75	0,595963433	117	0,449776445	159	0,63968383	201	0,6149479
34	0,4025779	76	0,563241848	118	0,749712589	160	0,626062316	202	0,9278575
35	0,691491807	77	0,626062316	119	0,430183067	161	0,52083046	203	0
36	1,142692927	78	0,406838102	120	0,305128577	162	0,4660916	204	0
37	0,8051558	79	0,507416263	121	0,253708132	163	0,647719252	205	0,674664668
38	0,546672274	80	0,749712589	122	0,406838102	164	0,70221325	206	0,479463301
39	0,4660916	81	0,504006933	123	0,449776445	165	0,556053417	207	0
40	0,534983081	82	0,490132518	124	0,876906789	166	0,727932042	208	0,6149479
41	0,4660916	83	0,91538573	125	0,731083277	167	0,884086645	209	0,850287308
42	0,504006933	84	0,746639983	126	0,651258728	168	0,761124395	210	0,808716878